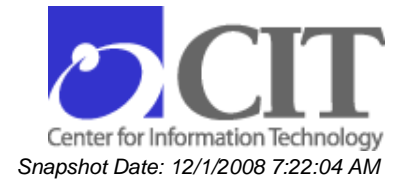


## Customer Service Report for DCOB

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
<b>ASR</b>											
Colocation-OFF	0	0	0	2	0	2	0	0	0	0	0
Colocation-ON	0	0	0	7	0	2	0	0	5	0	0
Other	0	0	0	1	0	1	0	0	0	0	0
<b>Connectivity</b>											
TCP/IP	0	1	0	0	0	0	1	0	0	0	0
<b>NIH Data Center</b>											
Aperture Vista	0	11	0	6	0	13	1	0	3	0	0
<b>Grand Total:</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>18</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>

Total Tickets Closed:	8
Total Tickets Assigned/Pending/Checked Out:	20
Total Tickets Created:	28